

Job Description

Title: Public Areas Attendant

Reports to: Housekeeping Manager

Summary of Position:

Responsible for providing excellent service of cleaning the public areas of Fontana Village Resort utilizing proper cleaning and service to specifications in an accurate and timely manner to assure guests of a quality product. The Public Areas Attendant is instrumental in maintaining cleanliness and providing all amenities in the public areas of the resort.

Duties & Responsibilities:

- Clean rooms, hallways, lobbies, lounges, restrooms. Corridors, elevators, stairways, locker rooms, and other work areas so that applicable health and Fontana Village Resort standards are met and maintained.
- Empty wastebaskets, empty and clean ashtrays, and transport same and other trash and waste to appropriate disposal areas
- Sweep, scrub, wash, and/or polish floors using brooms, mops, or other appropriate cleaning equipment
- Dust and polish furniture and equipment
- Keep storage areas well stocked, clean, and tidy
- Polish, metalwork such as fixtures, and fittings
- Replace light bulbs
- Replenish supplies such as drinking glasses, linens, writing supplies, and bathroom items
- Sort, count, and mark clean linen and store in linen closets
- Wash windows, walls, ceilings, and woodwork, waxing, and polishing as necessary
- Request repair services as necessary following established Fontana Village Resort procedures
- Hang draperies and dust window blinds
- Move and arrange furniture
- Observe precautions required to protect hotel and guest property and report damage, theft and other anomalies to the appropriate members of management
- Carry linens, towels, toilet items, and cleaning supplies
- Clean and sanitize restrooms in accordance with state, local and Fontana Village Resort policies and procedures
- Work cooperatively with other employees

- Report and take lost and found items to Housekeeping Clerk's office and fill out proper paperwork
- Perform duties with a sense of urgency
- Maintain eye contact when interacting with guests and associates
- Must be well organized
- Effectively communicate information to other shifts, departments, guests, and management as needed
- Professionally resolve all guest complaints to the best of one's ability.
- Perform other duties as assigned.

Qualifications:

- High school diploma or equivalent required.
- Must be able to operate a touchtone telephone and electric vacuum cleaner
- Must be able to work with chemicals and dust without allergic reaction
- Must be able to communicate fluently in English
- Must be quick, accurate, and able to multitask
- Friendly, upbeat, outgoing personality is an essential requirement
- Must be willing to work with other employees to fulfill occupancy needs
- Must present a well-groomed appearance
- Excellent oral and written communication skills
- Strong interpersonal skills
- Self-starter, must be able to work without close supervision
- Ability to handle multiple priorities in a fast-paced environment
- Must be able to bend, reach, kneel, twist, and grip items
- Responds to visual and aural cues
- Read, write and speak English
- Must be able to work in a small, shared space
- Must be able to lift up to 30 pounds
- Must be able to work weekends, holidays, and some evening/night schedules
- Previous experience in a customer-focused environment preferred.

Print Employee Name: _____

Employee Signature: _____ Date: _____